

# 23%

of enquiries are from people from CALD backgrounds

Every newsletter reaches over

# 14000 people

**3%** of all calls are from Aboriginal and Torres Strait Islander people

**A trusted source of INDEPENDENT, UNBIASED INFORMATION for over 30 years**



**Phone** 1800 029 904 (toll-free)

**Text** 0458 296 602

**Chat online** [ideas.org.au](http://ideas.org.au)

**National Relay Service Speak and Listen** 1300 555 727

**TTY** 133 677



Speak and listen in your language. Phone 131 450 and get connected to IDEAS on 02 6947 3377 between 8am and 8pm.



**Ideas does information so you can do life.**

**We are the go-to for disability information. We connect you with the information you need.**

**We know information powers better decisions, to make life easier.**

We are committed to getting people the information they need, when and how they need it. Thousands of people use our services every month because they know we listen and we follow through.

Over 80% of our staff have lived experience of disability. We get it.

We provide **FREE, ACCURATE and INDEPENDENT DISABILITY INFORMATION**. We've been around for over 30 years, doing the hard work so you don't have to.

**Connect today.**

# Our services

## IDEAS' services and resources include:

### Disability Information Service

The Information Line is a free phone service staffed by friendly, expert Information Officers between 8.00am-8.00pm Monday – Friday. Straightforward or complex, our team will do the work to follow through and get you answers.

You can also go online and feel confident in your own search of our database and resources. We constantly source the latest disability information to double check it's accurate and up to date.

### Community Engagement

We travel across the country to connect with people, speaking at community forums and events. We work in partnership with organisations, train workers about disability awareness and inclusion, and answer enquiries from people with disability.

### Advocacy

We provide individual advocacy for people with disability living in South East and South West Sydney, the Illawarra and the NSW Southern Highlands.

### Projects

Together with community partners, we are involved in a range of projects in line with our vision:

- Our Accessible Tourism service is the only one of its type in Australia.
- IDEAS is a partner with the Wide Angle Film Festival. This year the WAFF will screen to over 70,000 Australians.
- PLATFORM was co-developed between IDEAS and Eastern Riverina Arts to increase the participation of artists and people with disability in volunteer-run, community-based festivals. PLATFORM is a portable, accessible sensory space adapted from a 40ft shipping container and designed by artists with disability.

## Resources and research

- Newsletter: We mail out a bi-monthly round up of the latest information and trends. Each issue features a theme of interest to people with disability. It's available online, via email and audio.
- E-News: We produce a monthly update on what's new. It's on our website and we also email it to subscribers.
- Database: The IDEAS database is at the core of our customer service. We hold over 50,000 data records that our Information Officers use daily to answer your enquiries.
- Features: From time to time IDEAS publishes more in-depth information about particular issues. Publications available include Accessible Tourism, Accessible Telecoms and Planning Guides.



When I phone for advice whoever takes the call is always downright welcoming and knowledgeable, making every effort to help. They never fail to pay attention.



I was struggling to get Blind Grit off the ground, my disability led and inclusive fashion label, and needed info and assistance on some really left field stuff, like electronic pattern making that I could use, and detailed supports for getting ready for manufacture. The Information Officer really worked hard for me and connected me with just the right people. Showing at the Melbourne Fashion Week was something I wanted to share with the people who assisted me along the way.

- Nikki Hind

**6.7 MILLION**  
**LIVES**  
impacted positively

**80%**  
of IDEAS staff  
has lived experience of disability

**3/4** of a MILLION  
website visits in the  
last year alone

**NEARLY**  
**4000**

phone calls answered a year

On average, an Information Officer

**MAKES**  
**13 calls**  
to answer a single enquiry